



PUBLIC NOTICE IS HEREBY GIVEN THAT THE

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH

WILL HOLD A PUBLIC WORK SESSION
IN THE COMMISSION CHAMBERS - ROOM 1400
OF THE UTAH COUNTY ADMINISTRATION BUILDING
100 East Center Street, Provo, Utah
September 16, 2020 - 03:00 P.M.

Board members may participate electronically at will, with the anchor location as stated above.

*The public may participate electronically by calling (385) 323-8760.

~WORK SESSION MINUTES~

Commission Lee in Attendance
Commissioner Ainge and Commissioner Ivie in attendance via teleconference.

(Meeting Called to Order: 3:03 pm)

PRAYER/READING/THOUGHT: N/A
PLEDGE OF ALLEGIANCE: N/A

WORK SESSION

1. AUTHORIZE A CHANGE IN THE STAFFING PLAN IN THE CLERK/AUDITOR'S OFFICE TO ADD ONE (1) FULL-TIME, CAREER SERVICE, DIRECTOR OF FINANCIAL SERVICES POSITION, ONE (1) FULL-TIME, CAREER SERVICE, CONTROLLER POSITION, TWO (2) FULL-TIME, CAREER SERVICE, FINANCE/BUDGET ANALYST POSITIONS AND DELETE ONE (1) FULL-TIME, CAREER SERVICE FINANCIAL OFFICER POSITION. [COST CENTER: 100-41410 CLERK/AUDITOR-AUDITOR; ADD ONE (1) FULL-TIME, CAREER SERVICE, DIRECTOR OF FINANCIAL SERVICES POSITION TO THE SUPERVISORY ORG OF JOSHUA DANIELS, JOB CODE 1224, GRADE TBD; ADD ONE (1) FULL-TIME, CAREER SERVICE, CONTROLLER POSITION, TO THE SUPERVISORY ORG OF THE DIRECTOR OF FINANCIAL SERVICES, JOB CODE 2225, GRADE TBD; ADD ONE (1) FULL-TIME, CAREER SERVICE, FINANCE/BUDGET ANALYST POSITION TO THE SUPERVISORY ORG OF THE CONTROLLER, JOB CODE 2228, GRADE TBD; ADD ONE (1) FULL-TIME, CAREER SERVICE FINANCE/BUDGET ANALYST POSITION TO THE SUPERVISORY ORG OF RUDY LIVINGSTON, JOB CODE 2228, GRADE TBD; DELETE ONE (1) FULL-TIME, CAREER SERVICE FINANCIAL OFFICER POSITION, JOB CODE 1095, GRADE 520]

- Julene Elgueta

JOSH DANIELS, COUNTY CLERK/AUDITOR'S OFFICE – DURING THE 2020 BUDGET CYCLE IN 2019, THE OFFICE IDENTIFIED THE NEED TO INCREASE OUR LEVEL OF SERVICE TO THE COUNTY AND THE COMMISSION IN TERMS OF FINANCE AND BUDGETING AND SO WE HAD ASKED AT THE TIME FOR A BUDGET MANAGER POSITION, A SENIOR LEVEL ACCOUNTING POSITION AND 2 INTERNAL AUDITOR POSITIONS. THEN THE COMMISSION APPROVED THREE OF THOSE 4 POSITIONS. GIVEN CORONAVIRUS AND THEN THE HIRING FREEZE, WE HAVE ONLY HIRED 1 OF THE 3 POSITION. WE GOT AN EXEMPTION TO HIRE A BUDGET MANAGER EARLIER.

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THAT HAS GIVEN US SOME TIME TO THINK DEEPLY AND STRATEGICALLY ABOUT WHAT OUR OFFICE DOES, WHAT THE COUNTY NEEDS AND HOW BEST TO ORGANIZE THE OFFICE. THIS REQUEST REFLECTS THAT PROCESS AND INCLUDES SOME OF THOSE POSITIONS PREVIOUSLY REQUESTED.

THIS IS A NET ASK OF 3 POSITIONS, WHICH IS ONE MORE THAN THE 2 THAT WERE BUDGETED FOR THIS YEAR THAT HAVE NOT BEEN HIRED.

EXPLAINED THE NEEDS OF THE POSITIONS.

2. ABATE PERSONAL PROPERTY ACCOUNTS ATTACHED FOR THE YEARS INDICATED HAVING BEEN IDENTIFIED AS UNCOLLECTIBLE. THERE ARE NO ASSETS AVAILABLE FOR SEIZURE AND SELL.

- Jeanne Bowen

JEANNE BOWEN, TREASURER'S OFFICE - EXPLAINED THE PROCESS FOR UNCOLLECTIBLES. AS WE ARE TRYING TO COLLECT, IF WE FIND THE BUSINESSES ARE CLOSED, WE ARE INFORMING THE ASSESSOR'S OFFICE. THEY HAVE PEOPLE THAT WILL GO OUT TO THE SITES, CALL THE CITY, CHECK WITH THE BUSINESS ENTITY SEARCH WHICH IS A STATE SITE. AS FOR THE EQUIPMENT – IT IS VERY DIFFICULT TO TRACK. WHEN PEOPLE UPLOAD THEIR EQUIPMENT LIST, THEY ARE NOT UPLOADING SERIAL NUMBERS. IT IS NOT REQUIRED, SO THERE IS NO WAY TO TRACK WHO TOOK OVER THE EQUIPMENT.

COMMISSIONER AINGE INQUIRED AS TO WHY WE SHOULD HAVE TO PROVE THAT THEY HAVE CERTAIN SERIAL NUMBERS.

DAVE SHAWCROFT, DEPUTY COUNTY ATTORNEY - IF THERE'S A BULK SALE OF ALL EQUIPMENT AND ALL ASSETS ARE TRANSFERRED TO NEW ENTITIES, THAT LIEN OF THE PERSONAL PROPERTY TAX WOULD FOLLOW THE EQUIPMENT INTO THE HANDS OF THE NEW COMPANY. AS FAR AS COLLECTING IT FROM THE COMPANY ITSELF, IT IS COLLECTED THROUGH THE LIEN ON THE PERSONAL PROPERTY, SO WE WOULD HAVE TO SEIZE AND SELL THE PERSONAL PROPERTY TO COLLECT THAT PERSONAL PROPERTY TAX.

PAUL JONES DEPUTY COUNTY ATTORNEY - IT IS THE COUNTY'S OBLIGATION TO PROVE THAT THE PROPERTY DOES EXIST AND THAT IT EXISTS WITH THE COMPANY ON JANUARY 1 OF THAT TAX YEAR. SOMETIMES WE DON'T FIND OUT THAT THE PROPERTY IS GONE UNTIL AFTER JANUARY 1 WHICH IS WHY WE END UP WITH THIS LIST.

COMMISSIONER LEE – IS IT IS OUR RESPONSIBILITY TO PROVE THAT THEY EXIST WHEN THEY LIST AND THEY'RE LISTING IT AS AN ASSET? IF THEY'RE LISTING IT AS AN ASSET, THEN WOULDN'T IT BE THEIR RESPONSIBILITY TO PROVE THAT IT WAS SOLD AND WHO TO OR IF DISCARDED?

PAUL JONES - MOST OF THE TIME, WE ARE ESTIMATING THE TAX. THEY DON'T FILL OUT THE FORM, SO WE ESTIMATE IT, OR THEY HAD FILLED OUT THE FORM IN IN YEARS PAST BUT NOT CURRENTLY, SO WE ESTIMATE ON BACK YEAR'S FORMS.

IF THEY GET ESTIMATED, THEY CANNOT COME IN AND DISPUTE IT BECAUSE THE RULES STATE THAT IT'S THEIR RESPONSIBILITY TO PROVIDE US WITH AN EQUIPMENT LIST AND THEN IF THEY DON'T THEY ARE GOING TO GET ESTIMATED AND THEY HAVE TO PAY THE TAX ON WHAT THEY GET ESTIMATED ON. THEY COULD COME IN ANY TIME BEFORE THAT AND STATE THEY DON'T HAVE ANY EQUIPMENT BY AMENDING THEIR EQUIPMENT SHEET AND THEN WE WOULDN'T TAX THEM, UNLESS THERE WAS AN AUDIT PERFORMED.

KRIS POULSON, COUNTY ASSESSOR – SALT LAKE TAKES A MUCH MORE AGGRESSIVE APPROACH WITH A MUCH HIGHER COST. ALL OF OUR AUDITS ARE DONE BY THE STATE TAX COMMISSION. SALT LAKE IS EXEMPTED FROM HAVING THEM DO THAT. THEY DO THEIR OWN

INVESTIGATIONS AND AUDITS. THEY HAVE A STAFF OF 35 WHERE WE HAVE 5. WE'RE CONSTANTLY IN DISCOVERY MODE. ACCORDING TO THE BUREAU OF LABOR STATISTICS, 20% OF BUSINESSES DO NOT MAKE IT THROUGH THE 2ND YEAR. BY THE TIME YOU GET TO YEAR 5, 50% NO LONGER EXIST. SO, THE DEPARTMENT IS CONSTANTLY IN DISCOVERY MODE. WHEN SOMETHING THAT THEY HEAR ABOUT OPENS UP SOMEWHERE ELSE, THEY ARE TRYING TO DETERMINE WHERE THE EQUIPMENT IS.

SEVEN PERCENT OF OUR REVENUE COMES FROM PERSONAL PROPERTY. OF THAT 7%, 6% COMES FROM THE LARGER BUSINESSES. THAT LEAVES 1% FOR THE SMALLER BUSINESSES. OVER ½ OF OUR ACCOUNTS ARE EXEMPT. YOU'RE GOING TO SEE A LOT OF LITTLE THINGS ON THAT REPORT BECAUSE THEY DON'T REQUEST THE EXEMPTION AND THEN WE HAVE TO ESTIMATE. IT IS REQUIRED BY LAW THAT IF THEY DO NOT RESPOND THAT WE MUST ESTIMATE. BUSINESSES ARE ONLY IN COMMUNICATION WITH US ONCE A YEAR. THEY CAN GO OUT OF BUSINESS AT ANY POINT AND TIME AND EQUIPMENT AND THINGS CAN SWITCH FROM COMPANY OR ENTITY BACK AND FORTH MULTIPLE TIMES WITHIN THE YEAR. THEY ONLY HAVE TO REPORT WHAT THEY HAVE AS OF JANUARY 1ST OF EACH YEAR. THAT LEAVES US WITH A SMALL WINDOW OF TIME.

3. INTRODUCTION TO VACCINE SCHEDULER (DISCUSSION ITEM ONLY)

-Patrick Wawro

ERIC EDWARDS, HEALTH DEPARTMENT DEPUTY DIRECTOR - WITH COVID THERE ARE SO MANY UNIQUE CHALLENGES TO EVERY ASPECT OF SOCIETY. THE DEPARTMENT RECEIVED WORD BACK IN MARCH THAT A VACCINE WAS LIKELY GOING TO BE PRODUCED AT SOME POINT. RECEIVED INSTRUCTION IN APRIL FROM THE STATE HEALTH DEPARTMENT TO BEGIN PREPARATION FOR THE EVENTUAL ARRIVAL OF THE VACCINE FOR COVID-19.



Health Department Vaccine Scheduler - App

MEETING THE CHALLENGES OF LARGE-SCALE VACCINATION CLINICS

UTAH COUNTY
Information Technology
Health Department

GOALS

AVOID

- Long Lines
- Perception of being un-prepared

MAINTAIN

- Needed physical distancing during appointments
- An online tool capable of withstanding immense traffic at certain times

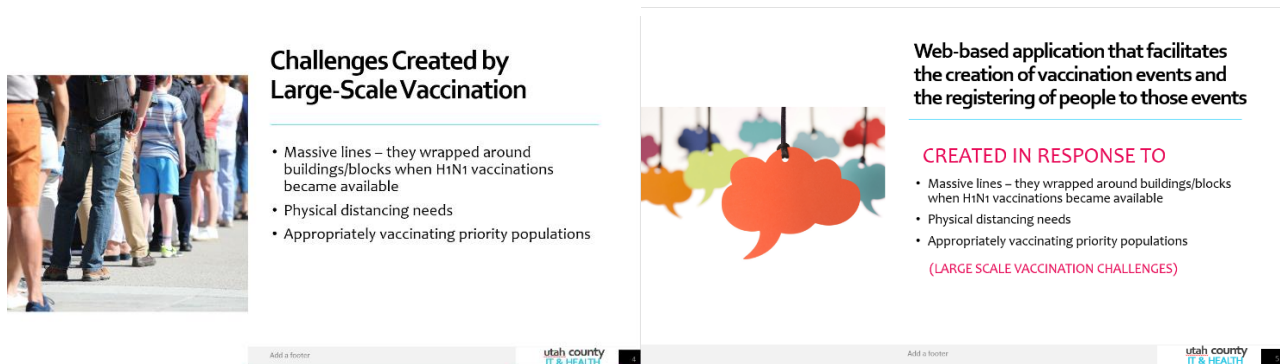
PREPARE

- State and federal partners have asked local health department to start preparing for COVID vaccine distribution (April)
- UCHD started planning and preparation in April 2020
- Lessons learned from
 - H1N1 large scale vaccinations
 - Previous
 - Trainings
 - Exercises
 - Planning efforts – Project Public Health Ready

Project Need

Efficient Online Vaccine Scheduling Tool

utah county IT & HEALTH



Challenges Created by Large-Scale Vaccination

- Massive lines – they wrapped around buildings/blocks when H1N1 vaccinations became available
- Physical distancing needs
- Appropriately vaccinating priority populations

Web-based application that facilitates the creation of vaccination events and the registering of people to those events

CREATED IN RESPONSE TO

- Massive lines – they wrapped around buildings/blocks when H1N1 vaccinations became available
- Physical distancing needs
- Appropriately vaccinating priority populations

(LARGE SCALE VACCINATION CHALLENGES)

utah county IT & HEALTH

PATRICK WAWRO, DIRECTOR OF INFORMATION SERVICES – (EXPLAINED THE APP) LOOKED AROUND THE MARKETPLACE FOR ANYTHING LIKE THIS IN NEIGHBORING COMMUNITIES AND NO ONE SEEMS TO BE GETTING PREPARED FOR HOW TO SYSTEMATICALLY DISTRIBUTE THE VACCINES WHEN IT COMES TIME. GOAL IS TO CREATE SOMETHING SO EASY AND INTUITIVE

TO USE BUT FLEXIBLE ENOUGH THAT WE COULD DESIGN IT FOR DIFFERENT TYPES OF EVENTS OR DIFFERENT LOCATIONS/TIMES.

THERE ARE 2 PARTS OF THIS APPLICATION: THE ADMINISTRATIVE AND THE AND USER SIDE.

Admin View


Login page

Admin View

List page

Vaccine Scheduler App


EMPOWERS ADMINS TO



- Create events customizing the title, location, schedule, targeted group, vaccination type, and more.
- View event details on day of event to confirm the patient is who they say they are through a secure confirmation code that is emailed or texted to the patient.
- Schedule events much more easily than with other event tools given our unique constraints and adding the much-needed feature of setting up appointment windows (e.g. 15 minutes) with a capacity (how many patients can register for an appointment window, e.g. 10).
- This feature was hugely important for the nursing staff so that they could on, a micro level, manage their availability throughout the days of the event. This facilitates us allowing an appropriate number of patients to self register so that staff doesn't get backed up causing crowding (reduced social distancing).

Vaccine Scheduler App

EMPOWERS PATIENTS BY/WITH



- Allowing them to **self register** without needing to call the Health Department or come into the Clinic saves the Health Department time, prevents crowding and makes it easier for the patient.
- Emails or texts with confirmation codes and event details helps ensure that the patient doesn't forget their appointment and has their confirmation code for verifying their identity during the appointment.
- Allowing users to self-select and search for an event to fit their needs.
- Allowing users to cancel their appointment in the event they can no longer make it so that the slot they reserved is freed for another patient to take.
- Allowing users to download and fill out their form beforehand speeds up the vaccination process and prevents the Health Department from having crowded waiting areas wherein patients are filling out forms.

Homepage

User Experience – Finding a time to register

User Experience – Confirmation Email

User Experience - Registration

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WHEN WE STARTED THIS PROJECT AND EVEN NOW, THERE'S SO MUCH WE STILL DON'T KNOW ABOUT HOW WE'RE GOING TO HAVE TO ACTUALLY DISTRIBUTE THE COVID-19 VACCINE AND TO WHO FIRST. WE'VE BUILT A SYSTEM THAT WE CAN EASILY ADD THOSE PIECES. WHAT WE KNOW NOW IS LIKELY PEOPLE WILL NEED TO RECEIVE TWO VACCINATIONS. THAT'S VERY IMPORTANT BECAUSE WE NEED TO TRACK SEVERAL THINGS ABOUT THOSE VACCINATIONS WITH REMINDERS TO THE PARTY THROUGH EMAILS, TEXTS REMINDING THEM OF FOLLOW UP VACCINATIONS.

WE HAVE A COUPLE OF THINGS WE'RE STILLING WORKING OUT. WE'RE VERY CONCERNED ABOUT, AND IT'S HARD TO PREDICT, BUT WHAT THE DEMAND WILL BE ONCE THAT VACCINE IS AVAILABLE TO THE GENERAL PUBLIC. WE'RE A LITTLE CONCERNED THAT IF 200,000-300,000 PEOPLE TRY TO LOG ON AT THE SAME TIME, THEY COULD CRASH OUR WEBSITE. WE'RE BUILDING A DATABASE IN ORACLE CLOUD TO ALLOW US TO PROTECT THE REST OF OUR FUNCTIONS.



Eric Edwards – we did do a soft launch of this last week of the app.

Utah County Employee Flu Clinic/ Exercise

Wednesday, September 9th
9 am – 12 pm

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Employees registered and received flu vaccinations.

Thursday, September 10th
1 pm – 4 pm

7



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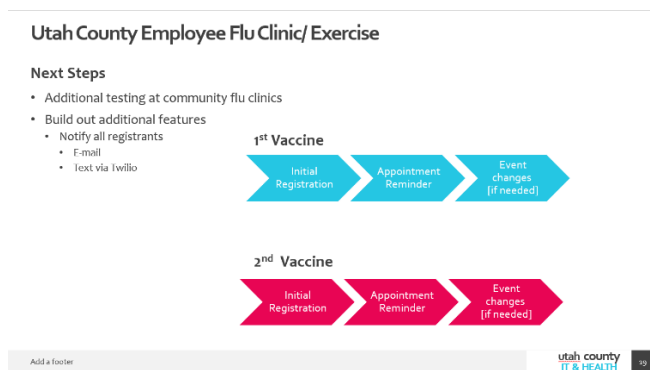
Employees registered and received flu vaccinations.

Utah County Employee Flu Clinic/ Exercise

Lessons Learned

- Very few people were not able to access the tool/site
- Any issues were web-browser related
- Works best with Chrome



WE HOPE TO DO A LARGE-SCALE, COMMUNITY EVENT. WE HAVE ONE SCHEDULED FOR THE PUBLIC COMING UP IN A WEEK TO TEST WITH FLU AND THEN WE WOULD LIKE TO A DRIVE-

THRU FLU EXERCISE AT SOME LOCATION IN THE VALLEY. LAST YEAR WE DID IT AT THE LONE PEAK LOCATION. WE WOULD LIKE TO DO IT THIS YEAR WITH THE APP SCHEDULER, IN THE SPANISH FORK AREA.

A BIG THANKS TO THE I.T. TEAM:

IT Project Team



Patrick Wawro

- IT Director



Jerry Chapman

- Programming Manager



Mike Perry

- Senior Programmer



Bert Sheffer

- Database Administrator



Drew Royster

- Team Leader



Lucas Castro

- Programmer



Avery Green

- Programmer

ALSO, A BIG THANK YOU FOR OUR HEALTH DEPARTMENT PROJECT TEAM:

Health Department Project Team

Eric Edwards

- Deputy Director

Aislynn Tolman-Hill

- Public Information Officer

Nancy Flake

- Immunizations Bureau Director

Melissa Sandgren

- Immunization Coordinator

Rebecca Brimley

- Immunization Nurse



COMMISSIONER LEE -WHAT HAPPENS IS YOU HAVE SOMEONE SCHEDULED FROM 9-9:10 AND THEY COME AT 9:10? WILL THIS CAUSE PEOPLE TO START TO BACK UP? HOW WILL YOU WORK THROUGH THIS?

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ERIC EDWARDS – WE EVEN HAD PEOPLE SHOW UP WITHOUT AN APPOINTMENT. WE WILL HAVE TO PLAN AND BUILD FOR THAT.

COMMISSIONER AINGE – GREAT WORK. I’VE ALREADY HEARD FROM ANOTHER COUNTY WHO GOT WIND THAT WE HAVE SOME GREAT, FANCY TOOL AND THEY ARE WANTING TO LEARN ABOUT IT.

I KNOW THAT A COUPLE OF OUR ASSESSING AND COLLECTING DEPARTMENTS AND CERTAINLY OF OUR CLERK/AUDITORS’ OFFICE HAVE BEEN BRAINSTORMING ABOUT HOW WE CAN BETTER UTILIZE OUR ADMINISTRATIVE BUILDING AND OUR STAFF TO BETTER SERVE THE PUBLIC. ONE OF THE IDEAS IS HAVING A MORE OF CENTRALIZED QUEUE SYSTEM FOR THE PUBIC TO COME IN, TAKE A NUMBER OR ENTER INTO A SYSTEM LIKE THIS, INSTEAD OF HAVING TO BE PUSHED ALL OVER THE BUILDING. SOUNDS LIKE THIS SYSTEM MAY HAVE SOME OF THE BASIC BUILDING BLOCKS FOR A QUEUE SYSTEM LIKE THAT.

PATRICK WAWRO – ABSOLUTELY. WE TRIED TO BUILD THIS AS FLEXIBLE AS WE COULD. I COULD ABSOLUTELY SEE US SCALING IT INTO A GENERAL APPOINTMENT SCHEDULER FOR THE COUNTY, ESPECIALLY WITH THE TOLLS BASE WITH THE TEXT NOTIFICATIONS I THINK THAT IS A GREAT WAY FOR REAL-TIME FEEDBACK ALSO.

4. AUTHORIZE A CHANGE IN THE STAFFING PLAN IN THE CLERK/AUDITOR’S OFFICE TO ADD FOUR FULL-TIME, GRANT FUNDED, COVID-RESPONSE SERVICE CLERK, GRADE 500 POSITIONS

-Amelia Power Gardner, Utah County Clerk/Auditor-

JOSH DANIELS, CLERK/AUDITOR’S OFFICE – THIS PARTICULAR ELECTION YEAR IS UNIQUE OBVIOUSLY FOR A NUMBER OF REASONS, BUT THE ONE THAT’S PRIMARY ON OUR MIND RIGHT NOW IS THE PANDEMIC. THE STATE LEGISLATURE HAS MET TWO DIFFERENT TIMES IN SPECIAL SESSION THIS YEAR TO PASS TWO DIFFERENT BILLS CHANGING SOME OF THE ELECTION LAWS FOR THIS YEAR PARTICULARLY IN ORDER TO RESPOND TO THE PANDEMIC. SOME OF THOSE CHANGES IN LAW HAVE CREATED UNFORESEEN WORK BURDENS ON OUR OFFICE AS WE GO INTO THE GENERAL ELECTION. IT HAS BECOME CLEAR THAT AS WE GO INTO THE FINAL WEEKS OF 2020 AND GEAR UP FOR THE NOVEMBER ELECTION WE NEED SOME SPECIFIC STAFF DEDICATED TO HELP RESPOND TO SOME OF THOSE DEMANDS AND SO THIS ITEM IS A REQUEST FOR 4 FULL-TIME, TEMPORARY EMPLOYEES, GRANT FUNDED (HR TERM – BUT THEY’D BE FUNDED BY CARES ACT FUNDS). WHAT THEY WOULD BE DOING IS VARIOUS PUBLIC SERVICE TASKS THAT ARE REQUIRED AND THAT HAVE SORT OF ARISEN BECAUSE OF THE PANDEMIC. THEY WOULD BE HIRED AS SOON AS WE COULD AND THEN THEY WOULD WORK THROUGH THE END OF THE ELECTION PERIOD WHICH IS ABOUT MID-NOVEMBER.

COMMISSIONER LEE – WE’VE HAD A CONVERSATION BEFORE ON THIS ONE AND THE ELECTION PROCESS, ESPECIALLY IN THE CLIMATE THAT WE’RE AT RIGHT NOW, WE CAN’T MISSTEP AND SO I THINK IT’S IMPORTANT AND APPRECIATE THE CONVERSATION WE HAD. I SEE THIS AS A NEED TO KEEP THIS PROCESS WHOLE.

JOSH DANIELS – THANK YOU TO THE COMMISSION FOR ALL YOU’VE DONE TO HELP PUT US IN A GOOD POSITION THIS YEAR. I THINK WE REALLY ARE IN A GOOD POSITION HEADING INTO THE ELECTION. I DON’T HAVE ANY SIGNIFICANT CONCERNS THAT WE DON’T ALREADY HAVE A MITIGATION PLAN FOR. THIS IS ONE THAT WE’VE IDENTIFIED AS CRITICAL.

PUBLIC COMMENTS

NO PUBLIC COMMENTS

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(Meeting adjourned 4:21 pm)

In compliance with the Americans With Disabilities Act, individuals needing special accommodations (including auxiliary communicative aids and services) during this meeting should notify Alice Black at (801) 851-8111 at least three days prior to the meeting.

DocuSigned by:

Tanner Ainge

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TANNER AINGE
Commission Chair

ATTEST:

DocuSigned by:

Alice Black

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Deputy Clerk/Auditor